



IT Support Specialist

Essential Functions and Basic Duties:

- Provide friendly and helpful customer service as first point of contact for the IT Department
- Input requests by employees and route requests to appropriate technician. Ensure employees receive prompt and courteous service
- Must demonstrate good interpersonal and technical skills
- Must possess basic knowledge and understanding of computer/printer anatomy and operations
- Must possess excellent written and verbal communication
- Maintain inventory of all computer systems, mobile devices, telephones, printers, and scanners
- Maintain software and hardware inventory. Obtain quotes for department along with keeping licenses and warranty up to date
- May occasionally lift and carry boxes of supplies and equipment weighing up to 50 pounds and carry to other locations within the organization
- Responsible for access control of profiles and systems. Position is security sensitive
- Other duties as assigned

Skills/Qualifications:

- Type 40 WPM
- 1 year of previous customer service experience
- Experienced in the use of Windows based computers
- Experienced in Microsoft Word and Excel 2003 or greater
- Must have good telephone etiquette
- Be self-motivated
- Excellent customer interface skills
- Ability to follow instructions
- Ability to handle complex situations professionally
- Ability to work with different types of personalities and attitudes
- Ability to perform duties on time
- Ability to multi-task and work with minimal supervision
- General knowledge of computer parts and peripherals, such as hard drive, memory, mother board, printer, scanner, etc.
- Must have reliable transportation
- Must be punctual
- Must be able to maintain a professional appearance and attitude
- High School Diploma
- Prefer some college hours